

AHCA – Florida Agency for Health Care Administration

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Commercial – Adult (results aren't reported) Medicaid – Adult and Child
Languages	English, Spanish
Additions/Changes to Instruments	Supplemental questions for Children: <ul style="list-style-type: none"> • Screener questions for child with chronic needs • Immunization • Obesity (asks for height and weight to assess body mass index) • Dental • Detailed health status questions • Access to email, internet, cell phone • Access to other/private insurance • Medical home questions
Purpose of Project	<ul style="list-style-type: none"> • Public reporting • Regulatory mandates

Survey Administration

Administered Since	1998; administered every year. Each HMO funds its own survey project. AHCA matches those funds with federal money for the Medicaid portion of the project. AHCA also funds Medicaid survey project for Primary Care Case Management (PCCM).
Administration Mode	CAHPS protocol – mail, with postcard reminders and telephone followup. AHCA is looking into moving toward a Web-based/internet mode of administration.

Uses of Survey Results

Reporting	For the Medicaid survey, AHCA compares PCCM results with HMO results for both the adult and child surveys, and reports its findings to policymakers/legislators. There is also a legislative mandate that requires AHCA to compare child survey results for Medicaid, Title 21, and commercial HMOs. The agency then submits a report of this comparison and its findings to the legislature.
Quality Improvement	
Marketing/Publicity	AHCA publishes results from commercial plans on the Web and in a paper-based guide.
Pay-for-Performance	

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